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To: Examiner Isaac M. Woo	From: Steven Fischman
Fax: 703-746-7239	Pages: 28 pages including cover sheet
Phone:	Date: 5/20/2003
Re: U.S. Serial No. 09/778,378	CC:
Group Art Unit: 2172	
Docket No. YOR920000766US1 (14069)	

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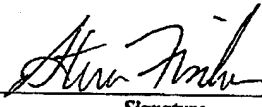
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2. Amendment Transmittal Letter (in duplicate)
3. Response and Amendment Pursuant to 37 C.F.R. §§1.111, 1.121A

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CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)			Docket No.
Applicant(s): Debra Beibesheimer, et al.			YOR920000766US1 (14069)
Serial No. 09/778,378	Filing Date February 7, 2001	Examiner Isaac M. Woo	Group Art Unit 2172
Invention: CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS			
<i>Official</i>			
<p>I hereby certify that this <u>RESPONSE AND AMENDMENT PURSUANT TO 37 C.F.R. §§ 1.111, 1.121A</u> (Identify type of correspondence)</p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>703-746-7239</u>)</p> <p>on <u>May 20, 2003</u> (Date)</p> <p style="text-align: center;"><u>Grace Colucci</u> (Typed or Printed Name of Person Signing Certificate)</p> <p style="text-align: center;"><u>Grace Colucci</u> (Signature)</p> <p style="text-align: center;">Note: Each paper must have its own certificate of mailing.</p>			

P18/REV01

AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. YOR920000766US1 (14069)	
Applicant(s): Debra Beibesheimer, et al.					
Serial No. 09/778,378	Filing Date February 7, 2001	Examiner Isaac M. Woo	Group Art Unit 2172		
Invention: CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS					
<u>TO THE COMMISSIONER FOR PATENTS:</u>					
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	24 -	24 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$84.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<div style="display: flex; justify-content: space-between;"><div><input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0510/IBM <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.</div><div style="text-align: right;">Dated: May 20, 2003</div></div> <div style="margin-top: 20px;"><div style="display: flex; justify-content: space-between;"><div style="width: 40%;"> _____ Signature Steven Fischman Registration No. 34,594 SCULLY, SCOTT, MURPHY & PRESSER 400 Garden City Plaza Garden City, New York 11530 (516) 742-4343</div><div style="width: 55%; border: 1px solid black; padding: 5px;"><div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div><div style="border-bottom: 1px solid black; height: 20px; margin-bottom: 5px;"></div><div style="border-bottom: 1px solid black; height: 20px;"></div></div></div></div>					
CC:					

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